

<p>City of St. Charles Position Description</p> 	Position Title	Records Management Specialist		
	Department	Information Systems	Division	Records Management
			Section	
	Full/Part Time	Part Time	Union	Non-Union
	Reports to	City Records Division Manager	Positions Supervised	None
	FSLA Status	Non-Exempt	Salary Grade	P



Position Description Overview

This position, under the general supervision of the City Records Division Manager, performs image conversion by scanning, classifying, and indexing City documents and records from paper and electronic files, performs filing, archiving, locating, and retrieving records from the electronic document management system and hard copy record system; processes Freedom of Information Act Requests received by the City; is a designated FOIA Officer; and maintains a high level of customer service and quality expectations as set forth by the Records Management Department.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

1. Performs image conversion of City documents and records from paper and electronic files to an electronic document management system by:
 - Reviewing the condition of paper drawings and documents and electronic files upon receipt;
 - Prior to electronic scan, flattening, sorting into date order, repairing, removing staples, and other preparation methods as required;
 - Determining scanning software's appropriate settings for best document image quality based on document condition review;
 - Running a test scan to obtain the best image quality, at an acceptable file size, without losing the document's integrity;
 - Completing final document scan;
 - Performing quality control reviews on scanned documents including recognizing micrographic problems, making corrections as appropriate, verifying that all data has been captured, and meeting quality standards set by the department;
 - Importing and indexing documents received from various City departments;

- Verifying that the index information received is complete and accurate or generating indexing information based on interpretation of the image;
 - Keeping logs of all paper documents scanned;
 - Manipulating and appending documents with add-ons, deletions, or changes within the software as necessary ensuring that a quality scan is obtained;
 - Reviewing the work of other team members for quality control as required, including reviewing the indexing and scan quality prior to hard copy destruction; and
 - Reviewing and analyzing electronic agenda packets and miscellaneous files for importing into the electronic document management system, file review consists of checking for confidential information in the agenda packet or public document, verifying that the agenda packet information is in the appropriate order outlined by the agenda, manipulating an assortment of color, graytone and black and white documents and plans to be readable and an acceptable storage size using intermediate to advanced features of Adobe Acrobat and XnView, importing and indexing the documents.
2. Processes Freedom of Information Act (FOIA) requests according to state laws without compromising ongoing or potential litigation by:
- Successfully completing the annual training required by the Attorney General's Office to be a designated FOIA Officer.
 - Interpreting the FOIA law to determine if the request is public or exempt in part or in full.
 - Contacting the Public Access Counselor of the Attorney General's office and/or City attorney for guidance when necessary.
 - Denying the request and citing FOIA law if the request is considered exempt, in part or in full.
 - Routing the request to the appropriate departments if the request is considered public, providing advice to staff, coordinating the gathering of information and following up with departments when information has not been received in a timely manner.
 - Reviewing the information received for accuracy and relevance, redacting information as allowed by FOIA law, citing FOIA law as necessary, and preparing the response for review and signature.
 - Interacting with all levels of the organization.
 - Keeping informed of changes to the FOIA law by reviewing the Attorney General's website and publications.
3. Ensures complete and accurate conformance with the accepted standards and procedures and quality expectations as set forth by the Records Management Division by:
- Developing standards and procedures relating to the operation of the scanning machine and software and for the handling and scanning of projects unique to specific departments;
 - Inspecting equipment and performing routine maintenance to ensure that the equipment is functioning properly and in good operational order;
 - Assisting users in searching for and locating documents in the electronic document management system and the Record Retention Database;
 - Providing individual training as required; and
 - Demonstrating a continuous effort to improve operations, decrease turnaround times, and streamline work processes.
4. Assists in maintaining the Department's electronic document management system and Record

<p>Retention Database for the retrieval and storage of City documents by:</p> <ul style="list-style-type: none"> • Maintaining and classifying indexes for a variety of City documents including analyzing records and selecting established categories of records for consistent record keeping; and • Assisting with the indexing and cross-referencing of documents to ensure timely document retrieval. • Coordinating and managing scanning projects with other departments

Additional Job Functions

<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Contribute to a positive group environment by: <ul style="list-style-type: none"> • Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources. • Participating in proactive team efforts to achieve departmental and City-wide goals; • Assisting other co-workers on special projects as required; and • Providing leadership to others through example and by sharing knowledge and skills. 2. Perform other duties as required or assigned.
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<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Cross-trained in using all scanners and knowledge of functions the other part time RM staff provide. Additional cross training in some functions of the City Records Division Manager. 2. Writing articles for the City Grapevine employee newsletter as assigned. 3. Keying Utility Billing stubs as necessary. 4. Performing impromptu scans as requested.
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Basic Requirements
 For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity and word processing.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Working knowledge of current document imaging procedures and practices used in establishing, maintaining and controlling an extensive computerized records system.
Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.

	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Strong organizational skills including attention to detail, problem solving, and follow through. 2. Proficient computer skills, including Microsoft Office, Adobe Acrobat, XnView, and LotusNotes software products.
<p>Abilities</p>	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 6. Ability to speak and communicate clearly in an office environment. 7. Ability to speak effectively before groups of customers or employees. 8. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 9. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 10. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 11. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 12. Possession of a valid driver's license. <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to operate a variety of office equipment including PC, desktop and large format document scanners, facsimile, typewriter. 2. Ability to effectively present information in one-on-one and small group situations to customers, and other employees of the organization. 3. Ability to interact with all levels of the organization.

	<ol style="list-style-type: none"> 4. Ability to type 40 words per minute. 5. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. 6. Ability to deal with problems involving several concrete variables in standardized situations. 7. Ability to analyze and reference FOIA law as required.
Education & Experience	<ol style="list-style-type: none"> 1. High school diploma or equivalent is required. 2. Associate's degree is desirable. 3. Minimum of two (2) years of office support experience and experience working with document scanning/editing software within a records/library department, preferred. 4. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
Physical/ Environmental Demands	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <hr/> <p><i>Position-Specific</i></p> <p>Moderate physical activity including:</p> <ol style="list-style-type: none"> 1. Ability to work standing and bending from the waist on a daily basis. 2. Ability to lift up to 40 pounds. 3. Color vision (ability to identify and distinguish colors).

Position Description Acknowledgement

Position Title

Records Management Specialist

Revised/Updated

10/10/13

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date